3. Measurement	
Order Process Percent Flow Through	
Definition:	
Percent of orders or LSRs from entry to distribution that progress through SWBT ordering systems.	
Exclusions:	
LEX/EDI excludes rejected orders (manual or electronic). (Excluded from Denominator).	
Business Rules:	
The number of MOG Eligible orders, that flow through SWBT's ordering systems and are distributed in SORD without manual intervention, divided by the total number of MOG Eligible orders within the reporting period. Exclude only mechanically generated and rejected orders in the pass through calculation. Manually rejected orders that are electronically generated shall be included as failed pass-through until such time a measurement is established to capture manually rejected orders that are generated mechanically.	
Levels of Disaggregation:	
For CLEC typed orders by UNE loops, Resale, UNE Combos, and other.	
Calculation:	**Report Structure:**
(# of orders that flow through ÷ total orders) * 100	Reported by individual CLEC, CLECs and SWBT.
Benchmark:	
Parity	

A. Provisioning

4a. Measurement	
Percent SWBT Caused Missed Due Dates - POTS	
Definition:	
Percent of N, T, C orders where installation was not completed by the due date as a result of a SWBT Caused Missed Due Date.	
Exclusions:	
Excludes orders that are not N, T, or C	
Business Rules:	
The Due Date is the negotiated date by the customer and the SWBT representative for service activation. For CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity. UNE COMBOs, are reported at order level.	
Levels of Disaggregation:	
POTS • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE Combo • Field Work (FW) • No Field Work (NFW)	
Calculation:	**Report Structure:**
(Count of N, T, C orders not completed by the due date as a result of a SWBT caused missed due date ÷ total number of orders) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Resale POTS parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work. (N, T, C order types)	

4b. Measurement	
Percent SWBT Caused Missed Due Dates – Design	
Definition:	
Percent of N, T, C orders where installations were not completed by the due date.	
Exclusions:	
• **UNE and Interconnection Trunks** • **Excludes orders that are not N, T, or C**	
Business Rules:	
The Due Date is the negotiated date that is returned on the FOC by SWBT for service activation. The Completion Date is the day that SWBT personnel complete the service order activity. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID	
Levels of Disaggregation:	
• **Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN, and any other services available for resale.** • **UNE Loop and Port - ISDN and other combinations.**	
Calculation:	**Report Structure:**
(Count of circuits with missed due dates excluding customer caused misses ÷ total number of circuits) * 100	**Reported for CLEC, all CLECs and SWBT**
Benchmark:	
Parity with SWBT Retail	

4c. Measurement

Percent SWBT Caused Missed Due Dates - UNE

Definition:

Percent of UNEs (8db loops are measured at an order level) where installations are not completed by the negotiated due date.

Exclusions:

- Specials and Interconnection Trunks
- Excludes UNE Combos captured in the POTS or Specials measurements
- Exclude orders that are not N, T, or C
- Excludes customer caused misses

Business Rules:

The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.

Levels of Disaggregation:

UNEs contained in the UNE price schedule, and / or agreed to by the parties.

Calculation:	Report Structure:
Count of UNEs (8dB loops are measured at an order level)with missed due dates excluding customer caused misses ÷ total number of UNEs (total orders for 8db loops) *100	Reported for CLEC and all CLECs

Benchmark:

Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access	POTS (Res/Bus and FW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	VGPL
3. BRI Loop with Test Access	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops	DS1

4d. Measurement
Percent Mechanized Completions Returned Within one Day Of Work Completion
Definition:
Percent Mechanized Completions Returned Within one Day
Exclusions:
None
Business Rules:
Days are calculated by subtracting the date the SOC was returned to the CLEC minus the order completion date.
Levels of Disaggregation:
None

Calculation:	Report Structure:
(# mechanized completions returned to the CLEC within 1 day of work completion ÷ total mechanized completions) * 100	Reported for CLEC and all CLECs for the electronic interfaces (EDI and LEX).

Benchmark:
97%

5a. Measurement
Percent Trouble Report Within 10 Days (I-10) of Installation - POTS
Definition:
Percent of N, T, C orders that receive a network customer trouble report within 10 calendar days of service order completion.
Exclusions:
• Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. • Excludes disposition code "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. • Excludes reports caused by customer provided equipment (CPE) or wiring • Excludes trouble report received on the due date before service order completion
Business Rules:
Includes reports received the day after SWBT personnel complete the service order through 10 calendar days after completion.
Levels of Disaggregation:
N, T and C Orders POTS • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE Combo • Field Work (FW) • No Field Work (NFW)

Calculation:	Report Structure:
(Count of orders that receive a network customer trouble report within 10 calendar days of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC, total CLECs and SWBT

Benchmark:
Resale POTS parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, C order types).

5b. Measurement	
Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation - Design	
Definition:	
Percent of N, T, C orders by item that receive a network customer trouble report within 30 calendar days of service order completion	
Exclusions:	
• UNE and Interconnection Trunks • Excludes orders that are not N, T, or C • Excludes trouble report received on the due date before service order completion	
Business Rules:	
A trouble report is counted if it flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an add in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement 4b.	
Calculation:	**Report Structure:**
(Count of circuits that receive a network customer trouble report within 30 calendar days of service order completion ÷ total circuits (excludes trouble reports received on the due date)) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

5c. Measurement	
Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation - UNE	
Definition:	
Percent UNEs (8db loops are measured at an order level) that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
• Specials and Interconnection Trunks • Excludes Non-measured reports (CPE, Interexchange, and Information reports) • Excludes UNE Combos captured in the POTS or Specials measurements • Excludes trouble report received on the due date before service order completion • Excludes orders that are not N, T, or C	
Business Rules:	
A trouble report is counted if it is received within 30 days of a service order completion. The service order which generated the report must be an add in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and / or agreed to by the parties	
Calculation:	**Report Structure:**
(Count of UNEs (8db loops are measured at an order level) that receive a network customer trouble report within 30 calendar days of service order completion ÷ total UNEs (total orders for 8db loops)) * 100	Reported for CLEC and all CLECs
Benchmark:	
See Measurement 4c.	

6a. Measurement
Mean Installation Interval – POTS
Definition:
Average business days from application date to completion date.
Exclusions:
• Excludes customer caused misses • Field Work orders – excludes customer requested due dates greater than 5 business days • No Field Work orders – excluded if order applied for before 3:00 PM; and the due date requested is not same day; and if order applied for after 3:00 PM; and the due date requested is beyond the next business day • Excludes all orders except N, T, and C orders • Excludes Weekends and Holidays
Business Rules:
The clock starts on the Application Date, which is the day that SWBT receives a correct Service Order. The clock stops on the Completion Date that is the day that SWBT personnel complete the service order activity. Orders are included in the month they are completed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 PM and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 PM and Application Date = Distribution Date and Due Date is 1 business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then ((Completion – Next Business Day) + 1). UNE COMBOs, are reported at order level.
Levels of Disaggregation:
POTS • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE Combo • Field Work (FW) • No Field Work (NFW)

Calculation:	Report Structure:
[Σ(completion date – application date)]/(Total number of orders completed)	Reported for CLEC, all CLECs and SWBT

Benchmark:
Resale POTS parity between Field Work compared to SWBT Field Work (N, T , C order types) and No Field Work compared to SWBT Retail Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail Field Work. (N, T, C order types)

6b. Measurement	
Average Installation Interval - Design	
Definition:	
Average business days from application date to completion date for N, T, C orders by item or circuit.	
Exclusions:	
• UNE and Interconnection Trunks • Excludes orders that are not N, T, or C • Excludes circuits that have a customer requested Due Date greater than 20 business days • Excludes Weekends and Holidays	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.	
Levels of Disaggregation:	
See Measurement 4b.	
Calculation:	**Report Structure:**
[Σ(completion date - application date)] ÷ (Total number of circuits completed)	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

6c. Measurement
Percent Installations Completed Within "X" Days - UNE
Definition:
Percent installations completed within "x" business days excluding customer caused misses and customer requested due date greater than "x" business days.
Exclusions:
• Specials and Interconnection Trunks • Excludes UNE Combos captured in the POTS or Specials measurements • Exclude orders that are not N, T, or C • Excludes customer requested due dates greater than "x" business days as set out below. • Excludes customer caused misses
Business Rules:
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.
Levels of Disaggregation:
UNEs contained in the UNE price schedule, and / or agreed to by the parties.

Calculation:	Report Structure:
Count of N, T, C orders installed within business "x" business days ÷ total N, T, C orders) * 100	Reported for CLEC and all CLECs

Benchmark:
95% within "X" days • 2 Wire Analog and Digital and INP (1-10) – 3 Days • 2 Wire Analog and Digital and INP (11-20) – 7 Days • 2 Wire Analog and Digital and INP (20+) – 10 Days • DS1 loop(includes PRI) – 3 Days • Switch Ports – Analog Port – 2 Days • Switch Ports – BRI Port (1-50) – 3 Days • Switch Ports – BRI Port (50+) - 5 Days • Switch Ports – PRI Port (1-20) – 5 Days • Switch Ports – PRI Port (20+) – 10 Days • DS1 Trunk Port (1 to 10) – 3 days • DS1 Trunk Port (11 to 20) – 5 Days • DS1 Trunk Port (20+) – ICB • Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 days • Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days • Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB

7a. Measurement	
Average Delay Days For SWBT Caused Missed Due Dates - POTS	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
• Excludes orders that are not N, T, or C. • Excludes company delayed orders as a result of lack of facilities.	
Business Rules:	
The Due Date is the negotiated date by the customer and the SWBT representative for service activation. CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity. Combos are reported at the order level.	
Levels of Disaggregation:	
POTS • Business class of service • Residence class of service UNE Combo – None	
Calculation:	**Report Structure:**
Σ(Completion date – due date) ÷ (total # of completed orders with a SWBT caused missed due date)	Reported for CLEC, all CLECs and SWBT.
Benchmark:	
Resale POTS parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, and C order types). UNE Combo Parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, and C order types).	

7b. Measurement	
Average Delay Days For SWBT Caused Missed Due Dates - Design	
Definition:	
Average calendar days from due date to completion date on company missed circuit orders.	
Exclusions:	
• UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C.	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement 4b.	
Calculation:	**Report Structure:**
Σ(Completion date – committed circuit due date) ÷ (# of posted – circuits with a SWBT caused missed due date)	Reported for CLEC, all CLECs and SWBT Retail Specials.
Benchmark:	
Parity with SWBT Retail.	

7c. Measurement:	
Average Delay Days For SWBT Caused Missed Due Dates - UNE	
Definition:	
Average calendar days from due date to completion date on company missed UNEs (8db loops are measured at an order level).	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C.	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
Calculation:	**Report Structure:**
Σ(Completion date – committed UNE (8db loops are measured at the order level) due date) ÷ (# of posted UNEs (total completed orders for 8db loops) with SWBT caused missed due dates)	Reported for CLEC and all CLECs.
Benchmark:	
See Measurement 4c.	

8. Measurement
Average Installation Interval - DSL
Definition:
Average calendar days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than the offered interval.
Exclusions:
• Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than the offered interval • Excludes customer caused misses. • Excludes Weekends and Holidays.
Business Rules:
The Application Date is the day that the customer authorizes SWBT to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, SWBT will initiate the service order when the loop qualification is returned from SWBT engineering and this date will be the application date. If conditioning is required, SWBT will reject the LSR back to the CLEC and wait for a supplement from the CLEC notifying SWBT of the appropriate action to take. If the CLEC supplements the LSR to order the DSL, SWBT will issue the order and the application date will be the date that SWBT receives the supplement. The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level.
Levels of Disaggregation:
Loops requiring conditioning and loops requiring no conditioning.

Calculation:	Report Structure:
[Σ(completion date - application date)] ÷ (Total number of orders completed)	Reported for CLEC and all CLECs.

Benchmark:
Parity with SWBT or its Advanced Services Affiliate(s)

9. Measurement	
Average Response Time for Loop Make-Up Information	
Definition:	
The average time required to provide loop qualification for ADSL.	
Exclusions:	
None	
Business Rules:	
The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC.	
Levels of Disaggregation:	
ADSL or other DSL as determined by the Public Utility Commission of Texas.	
Calculation:	**Report Structure:**
Σ(Date and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total number of loop qualifications	CLEC, All CLECs and SWBT.
Benchmark:	
Parity	

Maintenance

10a. Measurement	
Percent Missed Repair Commitments - POTS	
Definition:	
Percent of trouble reports not cleared by the commitment time.	
Exclusions:	
• Excludes all disposition code "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order.	
Business Rules:	
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that SWBT personnel clear the repair activity and complete the trouble report. If this is after the Commitment time, the report is flagged as a 'Missed Commitment'.	
Levels of Disaggregation:	
POTS • Business class of service • Residence class of service • Dispatch • No Dispatch UNE Combo • Dispatch • No Dispatch	
Calculation:	**Report Structure:**
(Count of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combo – Parity with SWBT Business and Residence combined.	

10b. Measurement	
Percent Missed Repair Commitments - UNE	
Definition:	
Percent of trouble reports not cleared by the commitment time for SWBT reasons.	
Exclusions:	
• Specials and Interconnection Trunks • Excludes all UNE Combos other than 8db loops with test access.	
Business Rules:	
The commitment time is defined as 24 hours. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
"POTS type" loops (2-Wire Analog 8dB Loop) with test access	
Calculation:	**Report Structure:**
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for each CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT POTS Business and Residence combined	

11a. Measurement	
Percent Repeat Reports - POTS	
Definition:	
Percent of customer trouble reports received within 10 calendar days of a previous customer report.	
Exclusions:	
• Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open • Excludes disposition code "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. • Excludes reports caused by customer provided equipment (CPE) or wiring	
Business Rules:	
Includes customer trouble reports received within 10 calendar days of an original customer report. When the second report is received in 10 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
POTS • Business class of service • Residence class of service UNE Combo - None	
Calculation:	**Report Structure:**
Count of customer trouble reports, not caused by CPE or wiring and excluding subsequent reports, received within 10 calendar days of a previous customer report ÷ total customer trouble reports not caused by CPE or wiring and excluding subsequent reports) * 100	Reported by CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combo – Parity with SWBT Business and Residence combined.	

11b. Measurement	
Percent Repeat Reports - Design	
Definition:	
Percent of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
• UNE and Interconnection Trunk	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, The second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
See Measurement 4b.	
Calculation:	**Report Structure:**
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

11c. Measurement	
Percent Repeat Reports - UNE	
Definition:	
Percent of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
• Specials and Interconnection Trunks • Excludes all UNE Combos other than 8db loops with test access.	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and / or agreed to by the parties.	
Calculation:	**Report Structure:**
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
See Measurement 4c.	

12a. Measurement	
Receipt To Clear Duration - POTS	
Definition:	
Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
• Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Excludes disposition code "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order.	
Business Rules:	
The clock starts on the date and time SWBT receives a trouble report. The clock stops on the date and time that SWBT personnel clear the repair activity and complete the trouble report in WFA.	
Levels of Disaggregation:	
POTS • Business class of service • Residence class of service • Dispatch • No Dispatch • Affecting Service • Out of Service UNE Combo • Dispatch • No Dispatch • Affecting Service • Out of Service	
Calculation:	**Report Structure:**
Σ[(Date and time SWBT clears ticket with the CLEC) - (Date and time ticket received)] ÷ Total customer trouble reports	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combo – Parity with SWBT Business and Residence combined.	

12b. Measurement:	
Mean Time To Restore - Design	
Definition:	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.	
Exclusions:	
• UNE and Interconnection Trunk • No Access time • Delayed Maintenance time	
Business Rules:	
The start time is when the customer report is received and the stop time is when the report is closed in WFA. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
• Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale • UNE Loop and Port - ISDN and other combinations	
Calculation:	**Report Structure:**
Σ[(Date and time trouble report is cleared with the customer) - (date and time trouble report is received)] ÷ total network customer trouble reports	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	